



# Video feedback in skills education

*10 reasons why*



A white paper by Noldus Information Technology

# 10 REASONS WHY VIDEO IS ESSENTIAL IN SKILLS EDUCATION

Soft skills are applied by every professional, in any working area, every day. Whether it is a nurse who has an anamnesis conversation, a business expert who gives a presentation about the measures to be taken, or a logistics manager who is discussing how the flow of goods can run more effectively, they must all be able to rely on their communication skills.

Learning these skills starts at the students' education. As a teacher at a graduate school, you support them with this. The curriculum contains learning objectives that relate to conversation techniques (such as listening, asking questions, summarizing), working together (taking the lead or being able to take assignments), pitching, discussing, negotiating, and influencing.



# PRACTICE MAKES PERFECT, CAPTURE THIS ON VIDEO!

The skills can be learned in many different ways. For example, participating in role-play activities, carrying out simulation training, and by giving students assignments that require a presentation. Regular practice is necessary in order to master these skills.

The feedback that the students then receive about their performance should ensure that the skills improve and develop. It gives the students enough confidence that they will soon be able to apply these skills as a professional.

Video feedback is a unique tool in this.



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# SOFTWARE TOOL VISO FOR VIDEO FEEDBACK

Viso has been developed to record and play back scenarios, training sessions and role-plays in a simple way. Both after and during the recording of the video, markers can be placed at moments that are of interest and important for the learning process, with the simple press of a button. It is up to the user to determine which markers he/she chooses. Viso is able to record in multiple rooms at the same time.

The actions, behaviors, and interactions of the students are recorded and can be assessed. This allows students to learn new skills and improve already existing skills.

The screenshot displays the Viso software interface for an interview training session. The main video player shows three people in a meeting. On the left, an 'EVENTS' table lists recorded actions with timestamps, subjects, and markers. Below the video is a 'TIMELINE' showing a sequence of these events. At the bottom, a video progress bar and playback controls are visible.

TIME	SUBJECT	MARKER
00:00:05	Student	Introducing
00:00:11	Teacher	Listening
00:00:24	Teacher	Introducing
00:00:30	Student	Listening
00:00:36	Staff mem...	Listening
00:00:42	Staff mem...	Introducing
00:00:55	Staff mem...	Informing
00:01:08	Staff mem...	Making eye...
00:01:21	Student	Asking - clo...
00:01:45	Teacher	Answering
00:01:51	Student	Asking - op...
00:01:57	Teacher	Answering
00:02:02	Student	Listening
00:02:10	Staff mem...	Making eye...
00:02:17	Teacher	Making eye...
00:02:24	Student	Laughing
00:02:38	Teacher	Laughing
00:02:51	Student	Asking - clo...
00:02:58	Teacher	Answering
00:03:01	Staff mem...	Informing
00:03:06	Staff mem...	Summarizing
00:03:15	Staff mem...	Informing

# BENEFITS FOR THE STUDENT'S LEARNING PROCESS

Video feedback helps students to objectively understand their strengths and weaknesses.

## 1. PERSONAL

Feedback based on video makes the learning process much more personal. As a result, students respond with more understanding and motivation. It is all about themselves, they are central. They view their own actions and reactions and recognize what they are doing and saying. The feedback is tailored to their own personal behavior, which increases involvement.

## 2. GOAL ORIENTED

Preset personal goals can be coded and marked by the teacher (or fellow student) while recording the video, making it quick and easy to discuss and assess them during the review session.

## 3. OBJECTIVE

Video feedback helps students to objectively understand their strengths and weaknesses. What went well and what could be improved? Because it is recorded, they cannot ignore the facts. Afterwards they do not always remember that they made certain comments, asked questions, or showed specific behaviors. The video helps them remember it. The possibility to play the images repeatedly is a big advantage. Students can make a detailed analysis and get started right away. The results of the debriefing are translated into actions.

## 4. MOTIVATING

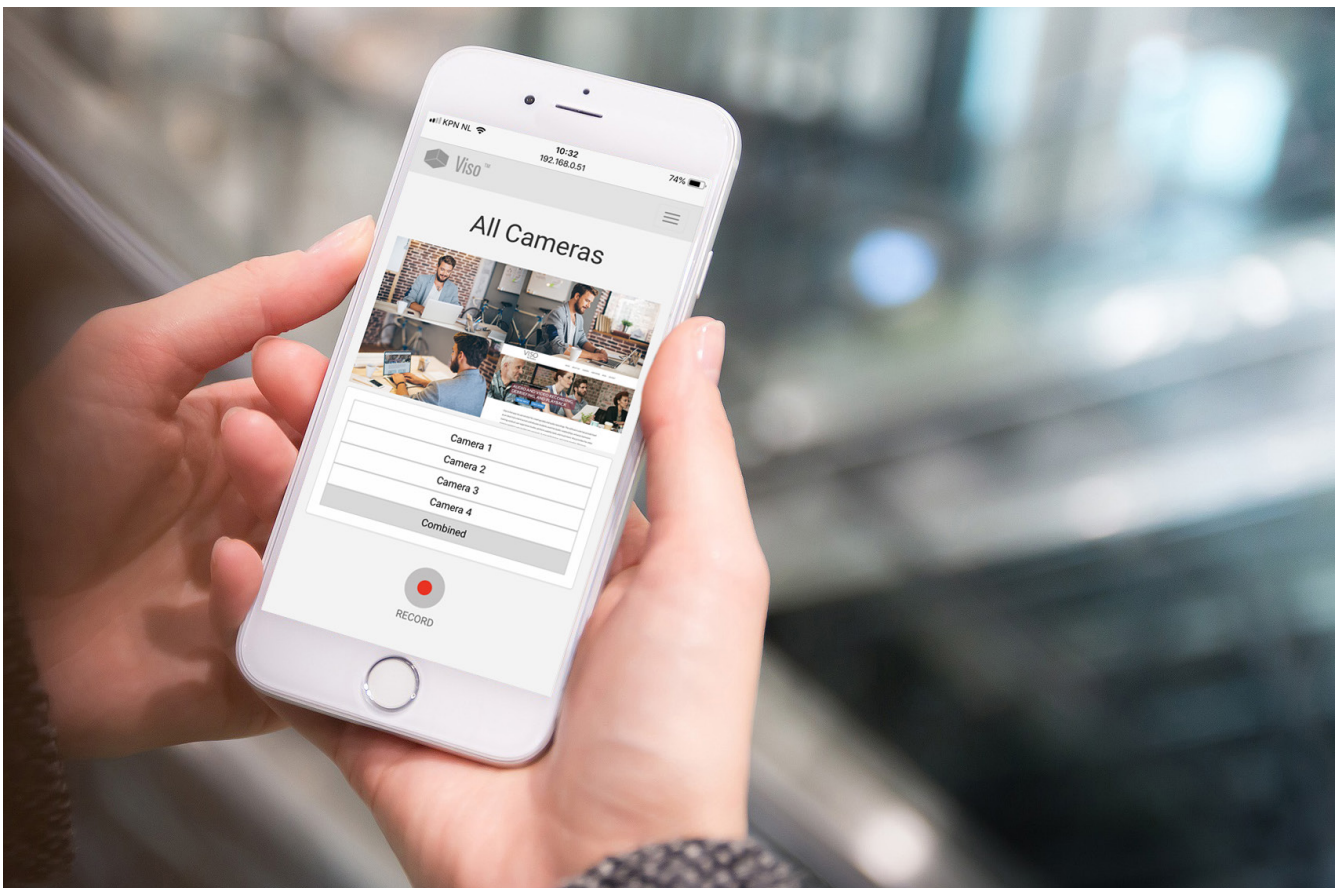
The students can see with their own eyes that certain actions or behaviors went well and, for example, triggered a positive reaction. This strengthens confidence in one's own abilities and ensures a positive self-image. It motivates the students to elaborate and leads to them showing this positive behavior more frequently.

## 5. UNOBTRUSIVE

Using video recordings, rather than an observer present in the same room, makes students feel more comfortable. Although there is a camera that records everything, it still feels less threatening and they can behave more freely. In addition, they can better focus on the skills they practice.

## 6. ENHANCES LEARNING EFFECT

Video feedback is an effective method by which one can learn and improve important skills. Please note that debriefing is an essential part. The learning effect is not strong enough with just viewing the recordings. It is particularly important to discuss the goals that were set in advance. The student will then receive sufficient instructions to pay attention and not be distracted by side issues.



# ADVANTAGES FOR THE TEACHER / TRAINING MANAGER

Students can start and stop recording themselves, a teacher does not have to be present.

## 1. TIME SAVING

Video recording saves time, and therefore also saves money. The Viso software system offers the possibility to record in several rooms at the same time, allowing sessions to take place in parallel. Video processing is quick and easy, videos can be played back right after recording, and no time to load is needed. In addition, there is no need to manually send videos back and forth to different students. Because students have their own login, they can access their own videos directly.

## 2. TAKE EXAMS

The ability to record sessions is a good tool for administering tests. Students can start and stop recording themselves, a teacher does not have to be present. The teacher immediately has access to the recordings. Co-writing is a thing of the past when assessing the recordings. This is much easier with the use of markers.

## 3. INNOVATIVE

This active form of learning will improve the quality of skills education. Students learn more from the lessons and training sessions because the feedback was personal and goal-oriented. They are better equipped with the necessary soft skills for their further professional career.

## 4. UP-TO-DATE

Nowadays, students grow up with video. They watch YouTube or Instagram videos endlessly and they make their own videos to share via social media. This makes the use of video for the largest group of students the most normal thing in the world, especially after going through the COVID-19 pandemic. Learning and improving skills by watching videos is second nature. Video is the future!

# PRACTICAL EXAMPLES

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The use of a video feedback tool has taken the training sessions to a higher level.

## **MÁXIMA MEDICAL CENTER (VELDHOVEN, NL)**

At the Máxima Medical Center in Veldhoven researchers have been using Viso to record and debrief their simulation team-training courses for a number of years. At set times, a multidisciplinary team of gynecologists, physician assistants, nurses, and midwives come together to practice a scenario. They use the principles of Crew Resource Management (CRM) to test their teamwork skills.

The use of a video feedback tool has taken the training sessions to a higher level for them. It offers them the opportunity to objectively evaluate technical and non-technical skills. Because the use of cameras is discrete, this gives the opportunity as a participant to fully focus on the training. An added value!

## **DELAWARE VALLEY UNIVERSITY (PENNSYLVANIA, USA)**

At the Delaware Valley University in Doylestown, Pennsylvania, USA, the counseling psychology faculty have set up several spaces where students can practice their skills. With the help of Viso, the students make audio and video recordings of the exercises and training, such as performing role games and simulations. These are discussed independently or together with fellow students or the teacher.

The skills lab has become a very important part of the curriculum. Here students can learn by doing and thus further develop their self-confidence.

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Have you become interested in using Viso in skills education? For more information visit our website [www.noldus.com/viso](http://www.noldus.com/viso) or [contact us!](#)



# REFERENCES

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